

# Watts Working

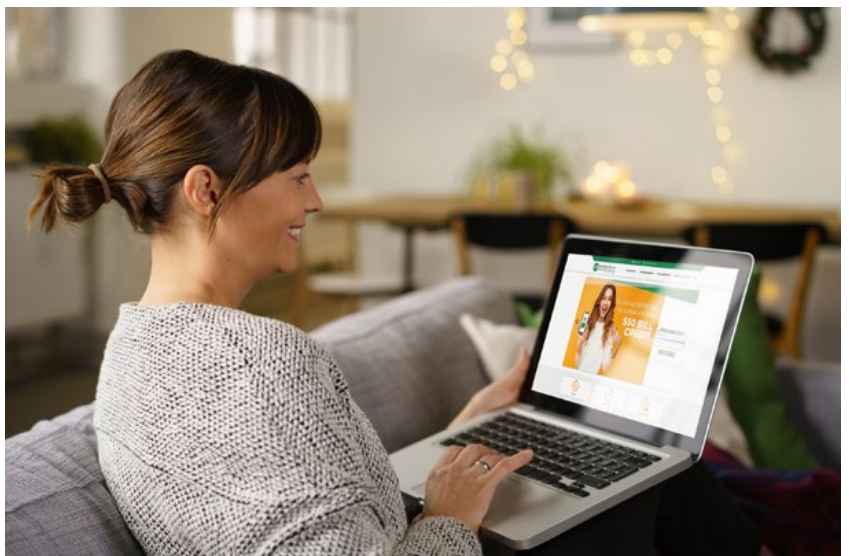
## COMING SOON...

## New Website, Member Service Portal & Mobile App Improvements Make Doing Business with Randolph EMC Easier than Ever

Randolph EMC is excited to announce a new service experience for members interacting with us digitally! Our website RandolphEMC.com, Online Member Service Portal and Randolph EMC Mobile App will soon have a brand-new look and modern feel, with all the same features you know from the old site, along with these benefits:

- ▶ **Mobile responsiveness.** Our new design automatically adapts to your screen.
- ▶ **More user friendly** with easier navigation and better visibility. Allows you to find information with fewer clicks.
- ▶ **ADA-Compliant.** Designed with capabilities that allow those with disabilities to use our online tools in ways that work for them.

Our goal with this new website is to provide our members with a simple and improved way to access account information, pay their bills, discover member resources, and get important information about the co-op. We will continue to update



our content with helpful information, news articles, and company updates.

Keep an eye out for these exciting changes coming in October!

**B** Celebrating National Co-op Month

**C** Virtual Women's Basketball Training

**D** How REMC Advocates for You

**E** New EV Charger in Robbins

**F** Dale Lambert's AWARE Column

**H** Win a \$50 Bill Credit



# Brighter Together: Celebrating National Co-op Month

October is National Co-op Month, an annual celebration of what makes co-ops different and the difference co-ops make.

You can see the cooperative business model in action across a variety of industries, from agriculture to grocery to utilities. Electric cooperatives like Randolph EMC are based in the communities they serve, independent and governed by a Board of Directors, which is elected by their members, not shareholders.

Although independent, Randolph EMC is part of a network of 26 electric co-ops in North Carolina. These co-ops share a vision to build a brighter future for co-op members and communities through commitments to reliable, affordable and sustainable electric service, as well as community and economic development.

While working toward our Brighter Future vision, we will continue to uphold the seven guiding principles of cooperative businesses:

- ▶ Autonomy and independence
- ▶ Concern for community
- ▶ Cooperation among cooperatives
- ▶ Democratic member control
- ▶ Education, training and information
- ▶ Members' economic participation
- ▶ Voluntary and open membership

The principle of concern for community is woven deeply into programs like Bright Ideas Education Grants, People Helping



## Win a Bill Credit!

In celebration of Co-op Month and to show our appreciation, all Randolph EMC member-owners will be entered into drawings for bill credits all throughout the month of October. Follow us on Facebook and Twitter to see if you're a lucky winner!

People, Touchstone Energy Sports Camp Scholarships and our rural economic development work. As your local, non-profit, member-owned power provider, we are working to strengthen the areas we serve while building a brighter future for our members.

## MAKE CASH PAYMENTS WHERE YOU SHOP



Walgreens FAMILY DOLLAR

DOLLAR GENERAL CVS pharmacy

Get Your Barcode & Find Locations at [RandolphEMC.com/Checkout](http://RandolphEMC.com/Checkout)



### 1 GET

Get your Barcode Online or on the Back of Your Paper Bill.



### 2 FIND

Find Participating Store Locations Near You



### 3 SCAN

Scan the Barcode at the Register and Pay Your Bill\*

\*\$1.50 Convenience Fee Applies

# Wolfpack Women's Basketball Runs Virtual Training Series: Powered by Randolph EMC and North Carolina's Electric Cooperatives

In August and September, N.C. State University's Women's Basketball – in partnership with North Carolina's Electric Cooperatives – released six videos as part of a new virtual training series. Young athletes looking to master basketball skills will find the videos on Randolph EMC's Facebook and Twitter accounts.

Taught by NC State Women's Basketball head coach Wes Moore and his assistants, this virtual training experience is an incredible opportunity for aspiring basketball stars to learn new skills, run practice drills and train for the upcoming season. All six videos will remain accessible on [GoPack.com](http://GoPack.com), where athletes can watch and review their skills as many times as needed.

"I wish we could coach you in person at camp this summer, but I'm glad to at least be able to offer this virtual training series to help you improve your skills before your upcoming season," said Coach Moore. "Good luck and we look forward to seeing you next summer at the Wolfpack Women's Basketball Camp!"

Due to the uncertainty of the COVID-19 pandemic, the Wolfpack Women's Basketball Camp in Raleigh, N.C. was cancelled for the Summer 2021 season. Camps are expected to resume as



normal for the 2022 summer camp season.

"Randolph EMC has been proud to send young athletes to Touchstone Energy Sports Camps for the past ten years," said Communications and Public Affairs Manager Nicole Arnold. "As part of our cooperative's commitment to community, we look forward to next summer, when we hope to award more scholarships to middle school students so they can reach their full potential."

Visit [RandolphEMC.com/SportsCamp](http://RandolphEMC.com/SportsCamp) for the latest scholarship and sports camp updates.

## October is Cybersecurity Awareness Month



### PASSWORD DOS AND DON'TS

A strong password can make all the difference in protecting your personal information. Follow these tips for stronger passwords.

#### DO:

- Change the manufacturer's Wi-Fi password on your router.
- Use two-factor authentication.
- Use unique phrases (like lyrics to your favorite song) to remember passwords.

#### DON'T:

- Don't use common words or numbers like "password" or "1234."
- Don't use personal details like your date of birth in a password.
- Don't use the same password for multiple accounts.

Do Your Part. #BeCyberSmart

# Making Sure the Co-op Voice is Heard in #CoopsVote: How REMC advocates *for you*

By Nicole Arnold

Every election is an opportunity for voters to engage in one of their most fundamental rights: the right to vote. As a member-owner of an electric cooperative, you have a unique ability to hold your elected officials accountable for their positions on issues that impact rural North Carolinians. Collectively, this effort is called “Co-ops Vote,” by our national and statewide organizations. You will notice images related to this campaign on our social media channels and website as we honor your role in the voting process.

Randolph EMC monitors candidates’ positions on co-op issues including broadband, economic development, infrastructure and more. Randolph EMC also works on your behalf to bring a greater awareness of these issues to our officials. As we have worked to enhance our relationships with Congressional and state legislators, we have witnessed elected officials achieve a deeper understanding of many rural issues. While we acknowledge that there is still much to be done in Congress and at the NC General Assembly, we appreciate your increased participation at the polls because it has made a difference.

This year, Randolph EMC has advocated for our members on several issues, including the following:

**1** Asking members of Congress to co-sponsor the Flexible Financing for Rural America Act (H.R. 2244) and encouraging them to pass this important legislation. The bill would save co-ops, and therefore our members, as much



as \$10 billion if we are able to take advantage of current low interest rates. Congress needs to allow cooperatives access to the same low interest rates that other businesses enjoy to reprice Rural Utility Service debt without penalty.

**2** Opposing language inserted into bills at the state level which would pass “make-ready,” pole replacement costs on to our member-owners. While Randolph EMC supports the expansion of broadband in rural parts of our state, we ask our legislators to expand it responsibly without passing on the costs of such services to our members.

## How to get involved in this year’s elections

This year, 2021, is what is known as an off-year election. This means that you cannot vote for the President or even members of Congress or the state legislature.

However, Tuesday, November 2, is still an important date because it is the day of the general election for municipal races.

If local school policy, road or infrastructure repairs, or town taxes impact your life, then learning about the municipal elections in your area will benefit you. Your local Board of Elections has all the information you need to participate in this year’s elections. Visit [NCSBE.gov](https://www.ncsbe.gov) to look up your voter record, learn which districts you belong to, confirm where to vote, and more.

Thank you for educating yourself on the basics of voting, and for making sure that the co-op voice is heard through our #CoopsVote campaign.

# High School Students: Apply for a Trip to Washington, D.C. Today

The application period for the 2022 Youth Tour to Washington, D.C. is now open! Randolph EMC will select a rising junior or senior to represent us at next summer's Youth Tour in June. Interested applicants can apply at [RandolphEMC.com/YouthTour](https://RandolphEMC.com/YouthTour).

Be a part of the 40+ outstanding high school students selected from electric cooperatives across the state to travel to our nation's capital, Washington, D.C. This will be the first Youth Tour trip to D.C. since 2019, as COVID precautions prevented travel last year.

During the week-long trip, students will network with peers from across the country, meet members of Congress, visit national museums and historic landmarks, and grow in confidence and



NC Electric Cooperatives  
**Youth Tour**

friendships. Students will learn about electric cooperatives and help run their own "H<sub>2</sub>O Co-op," where they can put the cooperative principles into practice.

As part of the Youth Tour experience, participants will have the opportunity to win one of three scholarships, including the prestigious Youth Leadership Council (YLC) Scholarship.

For more information, please contact Nicole Arnold at [Nicole.Arnold@RandolphEMC.com](mailto:Nicole.Arnold@RandolphEMC.com) or (336) 625-5177.

## Check Your Email & Share Your Thoughts

This fall, REMC will partner with Cooperative Insights to conduct member satisfaction surveys. The feedback gathered in these surveys helps REMC gauge its performance and improve products and services for you in the future.

You may receive an email survey to provide your input. We encourage you to share your email address with us to be sure you're eligible to receive a survey.

We appreciate your time and thank you for sharing your thoughts!



## REMC Installs New Electric Vehicle Charger at Robbins Office

Randolph EMC is proud to announce the installation of a new Level 2 electric vehicle (EV) charger at its office on 201 South Middleton Street in Robbins. The charging station, now open to the public, is part of an expanding statewide cooperative charging network.

The ENERGY STAR®-rated Level 2 station joins a statewide network being developed by the 26 electric cooperatives in North Carolina. The Robbins charger accesses the ChargePoint system, the world's largest and most open smart EV network.

"Providing this technology is one way the cooperative can

support the other revitalization efforts taking place throughout the Town of Robbins," said Jay Albright, REMC's District Vice President. "With the growing popularity of electric vehicles, we see this charger as a way to help fill the gaps in the national EV infrastructure while improving the quality of life in this area."

The Robbins charging station includes two parking spaces dedicated to charging station users. Users can access an app on their smartphone to pay for the energy their car consumes.

Randolph EMC won Volkswagen Settlement funds to pay for the Robbins installation. The

station joins other REMC-installed chargers at McDonald's in Asheboro and the NC Zoo, and the cooperative plans to expand its network of chargers in Montgomery County soon.



# A Word About Randolph Electric

From CEO Dale Lambert

## PROUD TO BE MEMBER-OWNERS

Dear Members,

In the United States, the vast majority of people receive their electricity from one of three types of utilities: investor-owned, municipal-owned or through their electric cooperative, which is owned and controlled by the people who use it. As we celebrate cooperatives of all types this October, I'd like to point out the cooperative difference by comparing these three types of ownership models and provide some insight on why we should be proud to be "member-owners."

In the **investor-owned model**, the corporation is owned by a great number of stockholders who may or may not be real customers of the utility. Investor-owned utilities tend to be very large corporations, such as Duke Energy, American Electric Power or Dominion Energy. They serve large cities, suburban areas and some rural areas, too.

In most cases, investor-owned utilities (IOUs) have few employees in the communities where they operate. They also have outside

investors whose sole motive is to make a profit on their investment. These two factors generally tend to lead to less personalized service. Consumer surveys confirm that IOUs have the lowest customer satisfaction ratings. About 72 percent of the U.S. population is served by investor-owned utilities.

**Municipal electric systems**, as the name implies, are government owned. They can serve large cities, like Los Angeles, Austin or Orlando, or local cities like High Point or Fayetteville. In the U.S., about 16 percent of consumers are served by municipal utilities.

**Rural electric cooperatives** serve the smallest number of consumers, about 12 percent of the U.S. market, which equals 42 million people. There are more than 800 other electric co-ops in 47 states, in addition to Randolph Electric. While co-ops serve the fewest number of people, co-op electric lines cover more than 75 percent of the U.S. landmass. This is because we provide power where others refused to go because

of the low population density.

As a member—and owner—of Randolph EMC, you elect the co-op's Board of Directors who, in turn, make decisions based on what's in your best interest. They provide the strategic guidance for the organization to meet members' needs and position the cooperative for future success.

Another key benefit of being a member-owner is that you receive Capital Credits. Each year, your share of the cooperative's margin is allocated to your member account. Those dollars are kept at Randolph Electric and used for financing and operational needs. When your Board of Directors deems it appropriate, those dollars are deducted from your equity account and sent back to you as Capital Credits.

This past year, the Board authorized a general retirement of \$2.5 million, which went directly back to our members and into the local economy in the five counties we serve. Including estate retirements





in the last five years, Randolph EMC has returned approximately \$15 million. To date, this makes a total of \$52 million that has been returned to the member-owners of this cooperative.

Your employee team and Board of Directors strive to meet and exceed your expectations in all that we do. Based on feedback from our members in the most recent satisfaction survey, Randolph EMC earned a score of 91 on the American Consumer Satisfaction Index (ACSI). This was the No. 1 spot, by two points, when compared within a group of other high-performing electric cooperatives from across the United States. We believe this is because we serve member-owners,

not just customers, and we're very appreciative of the high marks our members consistently give us.

Our organization's foundation was laid by the founding members of the cooperative right here in central North Carolina over 80 years ago. A lot of things have changed since that time. But the common thread that's still in place from our humble beginnings, that member-owner focus, is as alive today as it was then. There is a cooperative difference. You own us, and we are here for the sole purpose of serving you.

Cooperatively Yours,

Dale F. Lambert  
Chief Executive Officer



Randolph Electric Membership Corporation provides safe and reliable power with exceptional value to more than 32,000 member accounts in Randolph, Moore, Montgomery, Chatham and Alamance counties.

This institution is an equal opportunity provider and employer.

### Electric Service

Asheboro ..... (336) 625-5177  
..... (800) 672-8212

Robbins: ..... (910) 948-3401  
..... (800) 868-7014

Report Outage ..... (877) REMC-OFF  
..... (877) 736-2633

Account Info  
& Bill Payments: ..... (877) 534-2319  
Business Hours: ..... 8 am – 5 pm, M-F

### Board of Directors

Jerry Bowman ..... President  
Tammie Phillips ..... Vice President  
Billy Maness ..... Secretary-Treasurer  
Lee Isley ..... Assistant Secretary-Treasurer

Scott Cole                      Larry Routh  
Delbert Cranford              Sue Spencer  
Steve Harris

### Senior Staff

Dale F. Lambert .... Chief Executive Officer  
Jay Albright ..... District Vice President  
Adam Hargett .... Vice President of Finance  
Dennis Mabe ..... Vice President of Engineering & Operations  
Fred Smith ..... Vice President of Economic Development & Compliance  
Jill Vanness ..... Editor

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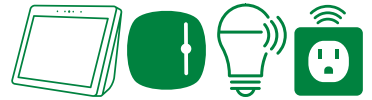


# Pay with the Randolph EMC Mobile App for a Chance to Win a \$50 Bill Credit!

Debit Card, Credit Card & E-Check Accepted

## PLUS

Each payment enters you  
into a drawing for a Smart  
Home Grand Prize Package!



# DOWNLOAD NOW!



## Randolph EMC

### MOBILE APP

